

TABLE OF CONTENTS
FY04
DANTES EXAMINATION PROGRAM HANDBOOK (DEPH)

PART I

INTRODUCTION

DANTES EXAMINATION PROGRAM HANDBOOK

DANTES Mission.....	1
Examination Programs.....	1
Funding.....	1
<i>DEPH</i>	2
Service Regulations	2
DANTES Addresses, Telephone Numbers, and E-mail	3
DANTES Message Address.....	3

ACRONYM LIST

Frequently Used Acronyms	4
--------------------------------	---

PART I

ADMINISTRATIVE POLICIES AND PROCEDURES

INTRODUCTION

Guidelines and Responsibilities.....	I-1
--------------------------------------	-----

ELIGIBILITY REQUIREMENTS

Overview.....	I-1
Verifying ID Cards	I-2
Eligible ID Cards	I-2
“Smart” ID or "Common Access" Cards.....	I-2
Ineligible ID Cards.....	I-2
Personnel Eligible for Funded Testing	I-3
Personnel Ineligible for Funded Testing.....	I-4
Exceptions for Testing Civilians.....	I-4
Test Administrators Eligibility to Test	I-5
Request for Waivers for Test Administrators	I-5
Waiver Approval.....	I-6

CONFLICT OF INTEREST

Guidance	I-7
Conflict of Interest	I-7
Unavoidable Testing of Relatives or Office Personnel.....	I-7
Honoraria	I-7

DEFINITIONS

DANTES Test Centers vs. National Test Centers	I-8
Key Personnel	I-8
Controlled Items.....	I-9

ESTABLISHMENT PROCEDURES

Establishment Requirements.....	I-10
Facility Requirements	I-10
Submitting Requests	I-11
DANTES Approval Process	I-11
Assigned Identification Number	I-12

INSPECTION PROCEDURES

Annual Testing Facilities Review Policy.....	I-12
Inspector Duties	I-13

DISESTABLISHMENT PROCEDURES

Disestablishment Justification	I-13
Processing Procedures	I-14
Examinees' Responsibilities.....	I-16
Testing Agencies' Responsibilities	I-17

TESTING PERSONNEL QUALIFICATIONS

Authorized Personnel.....	I-17
Unauthorized Personnel	I-17
TCO, ATCO, ITCO Appointment Qualifications.....	I-18
Enlisted Paygrade Waiver	I-19
Interim TCO	I-19
Government Test Examiner Qualifications	I-20
Contract Test Examiner Qualifications.....	I-21
Test Proctor Qualifications	I-22

TRAINING

Active Duty Test Centers.....	I-22
Reserve Component Test Centers.....	I-23
Full Time Support Person.....	I-23
Test Security Video Annual Training Requirements.....	I-23

TESTING PERSONNEL CHANGES

Appointment Documents	I-24
Number of Authorized ATCOs.....	I-24
Conditional Appointment Status.....	I-24
Safe Combination.....	I-24

SUBMITTING APPOINTMENT DOCUMENTS

Branch of Service.....	I-25
Appointment Confirmation.....	I-25

RESCINDING APPOINTMENTS

Departure without Immediate Replacement	I-26
Automatic Rescission of ATCO Appointment	I-26

RESPONSIBILITIES DURING TESTING PERSONNEL CHANGES

Temporary Absence of the TCO.....	I-27
Test Centers With ATCOs.....	I-27
Test Centers Without ATCOs.....	I-27
Permanent Departure of the TCO	I-28

OPERATIONAL DUTIES AND RESPONSIBILITIES

TCO Responsibilities.....	I-29
Test Center Address Changes	I-29
Standard Operating Procedure (SOP)	I-29

ORDERING EXAMINATIONS

Determining Testing Needs	I-30
Ordering Examinations	I-30
Disabled or Handicapped Examinees	I-30

RECEIVING EXAMINATIONS

Tests Mailed from GEDTS, CGI, Excelsior and ACT	I-31
Certified Mail Justification	I-31
Address Label	I-32
Misdelivered Packages.....	I-32
Initial Receipt.....	I-32
Shipment Delays or Discrepancies	I-33

INVENTORYING EXAMINATIONS

Test Inventory (Manual or Automated)	I-34
Recording Test Inventory	I-34

SAFEGUARDING EXAMINATIONS

Rules for Safeguarding Examinations	I-35
Daily/Weekly/Monthly Test Inventory.....	I-35
Other Exams.....	I-35
Safe Requirements	I-35
SF 702	I-35
Safeguarding Transported Examinations.....	I-36

TEST INVENTORY REPORTING

Preparing Test Inventory Reports	I-37
Quarterly Test Inventory Report.....	I-37
TCO or ITCO Change Test Inventory Report	I-37

TEST ADMINISTRATION

TCO Administrative Responsibilities	I-38
Test Administrator	I-38
Examinee's Readiness to Test.....	I-39
Retesting	I-39
Test Administration	I-39
In-Processing Examinees.....	I-40
Instructions to Examinees.....	I-40
Test Material Distribution	I-41
Test Material Collection	I-42
Surveillance Requirements	I-42
Testing Irregularities.....	I-42
Supervisor's Irregularity Report.....	I-43

IMPROPER TEST CONDUCT

Determining Improper Test Conduct	I-43
Actions to Take for Improper Test Conduct	I-44
Irregularity Outcome	I-45
Invalidated Test Scores	I-45

RETURNING EXAMINATIONS

Returning Examination Materials	I-45
GED Test Return Exception	I-46
Returning Examination Materials Procedure	I-46
Exceptions to Expedite Returned Materials	I-47
Testing Agency Package Verification	I-48

SCORE REPORTS

Score Reports	I-48
Emergency Score Reports	I-49
Emergency Request Approval	I-49

TRANSCRIPT SERVICE

Transcripts	I-50
No-Cost Transcripts	I-50

EXAMINATION SUPPORT MATERIALS

No-Cost Support Materials	I-50
---------------------------------	------

TEST LOSS AND COMPROMISE

Purpose	I-51
Test Loss or Compromise	I-51
Determining and Reporting Procedures	I-52
TCO Responsibilities	I-52
Military Service Responsibilities	I-54
DANTES Responsibilities	I-55
Investigating Officer Responsibilities	I-55

INVESTIGATING OFFICER GUIDELINES

Background Information	I-56
Initiate Investigation Immediately	I-56
Using the Guidelines	I-56
Using the Checklist	I-57
DANTES Test Loss or Compromise Checklist	I-58
Review Supporting References	I-61
Types of Loss or Compromise	I-62
Loss or Compromise After Receipt by Installation	I-63
Loss or Compromise While in Transit	I-64
Loss or Compromise at the DANTES Test Center	I-64
Improper Test Conduct	I-66
Unauthorized Access to Controlled DANTES Test Materials	I-67
Conflict of Interest	I-68

INVESTIGATION REPORT

Completed Investigation Report	I-68
Investigating Officer Responsibilities	I-68
Military Service Responsibilities	I-69
DANTES Responsibilities	I-69

EXHIBITS

1	Sample Test Center Establishment and TCO/ATCO Appointment Request Letter	I-71
2	DANTES Annual Testing Facilities Review, DANTES 1560/11	I-73
3	DANTES Test Inventory Report for ACT Exams, DANTES 1560/12	I-75
	DANTES Test Inventory Report for ETS Exams, DANTES 1560/12	I-77
	DANTES Test Inventory Report for GED Exams, DANTES 1560/12	I-83
	DANTES Test Inventory Report for ECE Exams, DANTES 1560/12	I-85
4	Document Receipt Form, DANTES 1560/14	I-87
5	Sample TCO Appointment Change Letter	I-89
6	Sample ATCO Appointment Change Letter	I-91
7	Sample Recission of Appointment Letter	I-93
8	Test Inventory Card, DANTES 1560/1-7	I-95
9	Test Inventory Log (Daily, Monthly), DANTES 1560/37	I-97
10	Security Container Check Sheet, SF 702	I-99
11	Test Log DANTES and Others, DD Form 1572	I-101
12	Supervisor's Irregularity Report	I-103
13	DANTES Material Request Form, DANTES 1561/5	I-105

INTRODUCTION

DANTES Examination Program Handbook

DANTES Mission

One of DANTES' primary missions is to administer and sponsor a wide range of voluntary education programs for

- Active duty military personnel,
 - National Guard,
 - Reserve Personnel,
 - U.S. Coast Guard, and
 - other designated agencies/client groups.
-

Examination Programs

The following examination programs are provided to DANTES Test Centers under contract with various testing agencies:

- High school equivalency tests
 - Tests for college credit
 - Undergraduate admissions tests
 - Graduate admissions tests
 - Certification
 - Guidance, and
 - Interest tests.
-

Funding

For funding eligibility, see specific program chapters in Part II of the *DANTES Examination Program Handbook (DEPH)*. Most tests are offered on a funded basis for:

- All eligible military personnel including Coast Guard.
- Eligible civilians on a limited-funded basis.

Note: Some programs may be offered to civilians on an unfunded, space-available basis.

Continued on next page

DANTES Examination Program Handbook, Continued

DEPH

The *DEPH* is an official testing policies and procedures guide for DANTES-sponsored examinations. By reference DANTES is included in the DOD Instruction 1322.25. (See the OASD (MC&FP) drop-down menu on the internet at <http://voled.doded.mil>.) The *DEPH* is divided into two parts:

Part I	Part II
Provides administrative policies and procedures including DANTES Test Loss or Compromise Investigation Guidelines.	Each chapter describes the specific program and provides detailed information on: <ul style="list-style-type: none">• Ordering• Administration• Returning test materials• Test dates and fees• Exhibits

- All Certification Examination chapters are now on-line at www.voled.doded.mil/dantes/cert/deph-pt3/index.htm
- For information on Guidance exams and Interest inventories, order the booklet "Guidance Materials," stock number 1258, using the DANTES Material Request Form.

Service Regulations

Voluntary education program service regulations:

Air Force Instruction 36-2306
Army Regulation 621-5
Marine Corps Regulation - MCO P1560.25C
Navy Instruction - OPNAVINST 1560.9
Coast Guard Instruction – CGI Publication P1550.1, Volume III

Continued on next page

DANTES Examination Program Handbook, Continued

**DANTES
Addresses,
Telephone
Numbers, and
E-mail**

If you need to communicate with DANTES concerning the examination programs, the following addresses and telephone numbers are provided:

DANTES Examination Program

Code 20A
6490 Saufley Field Road
Pensacola, FL 32509-5243

CML	(850) 452-1063/1089
DSN	922-1063/1089
Fax CML	(850) 452-1160
Fax DSN	922-1160
E-mail	exams@voled.doded.mil

DANTES European Representative

Army Education Center, Tompkins Barracks
Unit 29058
APO AE 09081

CML in Germany	06202-80-6008
CML from CONUS	011-49-6202-80-6008
CML from elsewhere	00-49-6202-80-6008
DSN	379-6008
Fax DSN	379-6473
Fax CML in Germany	06202-80-6473
Fax CML outside Germany	011-49-6202-80-6473
E-mail	dantes@hq.hqusareur.army.mil

DANTES Far East Field Office

PSC 450 Box 738
APO AP 96206-0738

CML	822-7915-5581
DSN	725-5581
Fax CML	822-7915-5582
Fax DSN	725-5582
E-mail	wmcaleer@voled.doded.mil

**DANTES
Message
Address**

DANTES PENSACOLA FL//20A//

Acronym List

Frequently Used Acronyms The following acronyms are used in the *DANTES Examination Program Handbook*:

Acronym	List
AARTS	Army/American Council on Education Registry Transcript System
ACT	Formerly American College Testing; now ACT
ASE	Automotive Service Excellence
ATCO	Alternate Test Control Officer
CCAF	Community College of the Air Force
CLEP	College-Level Examination Program
Conus	Continental United States
DANTES	Defense Activity for Non-Traditional Education Support
DATIP	DANTES Automated Test Inventory Program
DEPH	<i>DANTES Examination Program Handbook</i>
DSST	DANTES Subject Standardized Tests
ECE	Excelsior College Examinations
ESO	Education Services Officer
ETS/CGI	Educational Testing Service/Chauncey Group International
GEDTS	General Educational Development Testing Service
GMAT	Graduate Management Admission Test
GRE	Graduate Record Examination
GSU	Geographically Separated Unit
ITCO	Interim Test Control Officer
JROTC	Junior Reserve Officers Training Corps
LSAT	Law School Admission Test
MACOM	Major Command
MAJCOM	Air Force Major Command
NAF	Non-Appropriated Funds
NCO	Noncommissioned Officer
NETPDTC	Naval Education and Training Professional Development and Technology Center
NOAA	National Oceanic and Atmospheric Administration
ROTC	Reserve Officers Training Corp
SAT	SAT®1: Reasoning Test
SMART	Sailor/Marine Corps ACE Registry Transcript
SOP	Standard Operating Procedure
TCO	Test Control Officer
UCMJ	Uniform Code of Military Justice
UPS	United Parcel Service
USAFI	United States Armed Forces Institute
USPS	United States Postal Service

PART I

Administrative Policies and Procedures

Introduction

Guidelines and Responsibilities

Part I of the *DANTES Examination Program Handbook (DEPH)* provides:

- Eligibility policies.
 - Instructions for the overall administration of the DANTES Examination Program.
 - Guidance to headquarters and major command personnel concerning their responsibility for overseeing the DANTES Examination Program.
-

Eligibility Requirements

Overview

Eligibility to test through the DANTES Testing Program on a funded or unfunded basis is determined by several factors:

- type of military identification card,
 - individual testing program policy regarding civilian test administrations,
 - geographic location of the DANTES Test Center, and
 - conflict of interest considerations.
-

Continued on next page

Eligibility Requirements, Continued

Verifying ID Cards

Personnel with "**Armed Forces of the United States**" identification cards **are eligible** for DANTES-funded testing.

Personnel with ID cards identified as "**United States Uniformed Services**" **are not eligible** for funded DANTES testing except as indicated in individual program chapters for funded military spouse and civilian employee programs.

Eligible ID Cards

Type Card	Color
Active Duty	Green
Reserve/National Guard Personnel	Green

"Smart" ID or "Common Access" Cards

The Department of Defense is replacing traditional laminated IDs with computerized "smart cards." The card's appearance is dramatically different from the traditional military ID. Unlike the horizontal design, the new card has a vertical design and is a valid form of identification.

The "Smart" ID or "Common Access" card is being issued to active-duty personnel, National Guard and Reserve members, identifying them as members of the "**Armed Forces of the United States**."

Ineligible ID Cards

Type Card	Color
Reserve/National Guard Retiree	Pink/Red
Reserve/National Guard Family Member*	Pink/Red
Dependent of Active Duty or Retiree	Yellow
Active Duty Armed Forces Retiree	Blue
Public Health Service (PHS) Personnel	Blue
National Oceanic and Atmospheric Administration (NOAA) Personnel	Blue
Foreign Military Personnel	Various Colors

***See CLEP, DSST, and Excelsior Chapters for eligibility.**

Continued on next page

Eligibility Requirements, Continued

**Personnel
Eligible for
Funded Testing**

Personnel listed on the following chart **are** eligible to test through the DANTES examination program **on a funded basis** if appropriate identification is shown:

Armed Forces Active Duty/National Guard/Reserves		U.S. Military Academy
1. Personnel in the U.S. Army, Navy, Air Force, Marine Corps, and Reserve components of these Services ARE eligible for the funded DANTES-sponsored examination program within individual program constraints. ID card must indicate "<u>Armed Forces of the United States.</u>"	1. Coast Guard active duty and Reserve personnel ARE eligible for funded DANTES-sponsored examination programs through the auspices of a Military Interdepartmental Purchase Request (MIPR) within individual program constraints.	1. Cadets and Midshipmen of the U.S. military academies ARE eligible for the funded DANTES-sponsored examination programs.
2. Military personnel MUST show a valid " <u>Armed Forces of the United States</u> " identification card to confirm eligibility for DANTES-funded testing.	2. Coast Guard personnel MUST show a valid " <u>Armed Forces of the United States</u> " identification card, to confirm eligibility for DANTES-funded testing.	2. Personnel MUST show a valid " <u>Armed Forces of the United States</u> " identification card, to confirm eligibility for DANTES-funded testing.

Note: If there is any question regarding the examinee's identification, request to see a second photo identification such as a driver's license.

Continued on next page

Eligibility Requirements, Continued

Personnel Ineligible for Funded Testing

The following Service personnel and civilians who **do not** meet eligibility requirements may **not** test through the DANTES Examination Program on a funded basis. They may, however, test on an unfunded and space-available basis according to major command policy and individual program policies (*see applicable chapters*). Individual program constraints regarding uniformed and military service personnel and civilian testing may vary.

Uniformed and Military Service Personnel:

- Personnel in ROTC, JROTC, and delayed entry programs, unless they meet requirements listed under **Eligible Personnel (Verifying ID Cards)**.
- Personnel in Public Health Service (PHS) and National Oceanic and Atmospheric (NOAA), and
- Foreign military personnel.

Note: PHS and NOAA personnel wear uniforms very similar to Navy personnel, however, their ID card will indicate “Uniformed Services” instead of “Armed Services.”

Civilians:

- Civilians (military retirees, family members, government employees, foreign nationals, foreign military, and any other persons).

Exception: Refer to individual program chapters for funded civilian testing programs.

Note: All examinees must provide at least one, but preferably two pieces of photo identification before being admitted for unfunded (examinee pays) testing.

Exceptions for Testing Civilians

Refer to the individual program chapters for funded civilian testing programs.

Continued on next page

Eligibility Requirements, Continued

Test Administrators Eligibility to Test

Currently appointed DANTES testing personnel (TCO, ATCO, ITCO, and Examiners) and their family members are **not** eligible to test on DANTES sponsored examinations until 6 months following the expiration of their respective appointments.

These individuals are not authorized to test at their own test center.

If a military member is the spouse of an Examiner and wishes to test, the TCO needs to contact the DANTES Exams Program, Code 20B, to arrange for any required testing and for maintaining the military member's eligibility for DANTES-funded exams. Please advise all Examiners of this requirement, prior to their assumption of duties.

Request for Waivers for Test Administrators

Waivers of the above policy are rare and will be handled on an individual basis. All written requests must be submitted to:

DANTES
Code 20B
6490 Saufley Field Road
Pensacola, FL 32509-5243

Note: A waiver will not be granted for any testing personnel to test at their own test center.

Continued on next page

Eligibility Requirements, Continued

The request should include:

No.	Action
1	The name of the examination.
2	The desired test date.
3	Specific requirements that necessitate testing.
4	Verification of no prior access to the examination.
5	The reason for testing now instead of waiting until the appointment expires.
6	Desired test location (local college or another DANTES Test Center).
7	Verification that eligible personnel will not be inconvenienced or precluded from testing on the same exam at a nearby test center.

Waiver Approval

Once a waiver has been approved;

- Testing on the approved exam will be suspended at the requestor's test center until testing is completed.
 - A copy of the approved waiver must accompany the answer sheet, even if the examinee is testing at a civilian (National) Test Center.
-

Conflict of Interest

Guidance

Conflict of interest in the test center has the potential to damage the credibility of the DANTES Examination program. Avoid the following potential conflict of interest situations. Testing:

- Assigned office personnel (TCO, ATCO, ITCO, and Examiner).
- Another DANTES Test Center's TCO, ATCO, ITCO, or Examiner without a waiver from DANTES.
- Family members of DANTES testing personnel.

Conflict of Interest

The *DEPH* prohibits conflict of interest and advises steps to be taken to preclude the appearance of such a conflict. For guidance to prevent conflict of interest situations, follow these steps:

Step	Action
1	Contact DANTES, Code 20B, for assistance,
2	Refer to applicable Standards of Conduct, or
3	If necessary, seek legal advice.

Unavoidable Testing of Relatives or Office Personnel

When administering DANTES-sponsored examinations to relatives or other office personnel is unavoidable, contact DANTES, Code 20B, for advice and assistance.

Honoraria

TCOs, ATCOs, ITCOs, or Examiners are **not permitted** to accept gratuities or honoraria.

Definitions

DANTES Test Centers vs. National Test Centers

Various tests may be taken worldwide at the following types of test centers:

1. **DANTES Test Centers** - are facilities located on a permanent military or federal installation to administer DANTES-sponsored examinations as part of the voluntary education program. DANTES Test Centers are not authorized for temporarily deployed commands.

- **Stocking DANTES Test Centers** - may stock most DANTES examinations and are required to submit Quarterly Test Inventories.
- **Nonstocking DANTES Test Centers** - may not stock examinations. A Quarterly Test Inventory is not required.
 - **Conus** - may order and retain most examinations for 45 days.
 - **Overseas** - may order and retain most examinations for 60 days.

2. **National Test Centers** - function separately from DANTES Test Centers but may occasionally be located on a military installation. Military members may **not** test at a National Test Center on a funded basis. Exceptions to this policy involve GRE General and GMAT testing and the Reserve Component initiatives. See appropriate program chapters for information and exhibits.

Key Personnel

The individuals listed below are key personnel at a DANTES Test Center:

- **Test Control Officer (TCO)**-A military member or federal civil service employee appointed by DANTES who is fully responsible for test center management and the safeguarding of examinations.
 - **Alternate TCO (ATCO)**-A military member or federal civil service employee appointed by DANTES who may perform all duties of the TCO but is not fully responsible for the test center operation.
 - **Interim TCO (ITCO)**-A military member or federal civil service employee appointed by DANTES to serve as the TCO on a temporary basis not to exceed 90 days.
 - **Test Examiner**-A locally trained government/contract individual authorized to administer DANTES examinations under the supervision of the DANTES TCO.
 - **Test Proctor**-An individual assigned to monitor test administration as a deterrent to improper test conduct in a ratio of one (1) proctor for every 15 examinees.
-

Continued on next page

Definitions, Continued

**Controlled
Items**

The *DEPH* refers to "controlled items." All DANTES-sponsored examinations are controlled items and must be stored in a manner that guarantees the integrity of the testing program by:

- Accounting for exams at all times,
 - Never leaving an examinee unattended,
 - Never leaving tests unattended, and
 - Mailing test materials via Certified or Registered Mail, United Parcel Post, or Federal Express.
-

Establishment Procedures

Establishment Requirements

Reasons to establish a DANTES Test Center include:

- A sufficient number of eligible military personnel are assigned
- High personnel interest in off duty education
- A geographic location that makes traveling to other DANTES Test Centers inconvenient to Service members
- Lack of accessibility to an established test center.

Facility Requirements

Facility requirements for establishing a DANTES Test Center are:

REQUIREMENTS	
Testing Room	Security Container
<ol style="list-style-type: none"> 1. Must be well lighted. 2. Must be well ventilated and quiet. 3. Must be used only for testing purposes when scheduled. 4. Must have adequate seating to allow reasonable separation during testing. 5. Must have an interval timer* to accurately time test administrations (kitchen timers are not allowed), and 6. Should have a wall clock for general reference. 7. Adequate arrangements for the test administrator to maintain constant surveillance of examinees. <p>*Timers available through GSA Advantage and Marathon Watch Company at: www.gsaadvantage.gov or www.marathonwatch.com</p> <p>Use model No's: TI 070004 TI 070003</p>	<ol style="list-style-type: none"> 1. A security container used exclusively for DANTES-sponsored examinations and examination materials or other examinations to which only authorized DANTES testing personnel have access. 2. The security container must be one of the following: <ul style="list-style-type: none"> • a metal file cabinet equipped with a steel lock bar and Service-approved three-combination, dial or digital padlock • a metal file cabinet equipped with a built-in combination lock • an upright safe or vault, or • any other type of security container for which a waiver has been obtained from DANTES. 3. Locate the safe in a room with a lockable exterior door accessible by authorized DANTES testing personnel only. Do not locate it in a public area (i.e., breakroom, reception area, etc.).

Continued on next page

Establishment Procedures, Continued

Submitting Requests

To establish a DANTES Test Center, commands must submit a request to the appropriate headquarters or major command. Air Force should submit the request to the appropriate MAJCOM. (See sample Test Center Establishment and TCO/ATCO Appointment Request (Exhibit 1)). Follow these steps in preparing the request:

Step	Action
1	State reason for request.
2	Provide the number of military personnel assigned to the installation and the total number of personnel for whom the center is responsible, including those at geographically separated units (GSUs).
3	State assurance that all requirements listed on the previous page have been met.
4	Indicate the type of test center needed (stocking or nonstocking). Note: To request designation as a GED stocking test center, specify the number of military non-high school graduates.
5	Send an establishment letter (see exhibit 1) to DANTES via Service headquarters or major command. Include the following for TCO and Alternate TCO: <ul style="list-style-type: none">• Name(s)• Rate/Rank/GS Rating• Social Security Number• E-mail address• Phone number
6	Provide evidence that training requirements have been met.

DANTES Approval Process

Upon receipt of the requirements and training verification, DANTES, Code 20C, will process establishment request.

Continued on next page

Establishment Procedures, Continued

Assigned Identification Number

DANTES assigns a four-digit DANTES Test Center identification (ID) number. The ID number:

- Never changes once assigned
 - May not be transferred to another test center
 - **Must** be used on all test center correspondence
 - Should be protected and given only to personnel directly involved with the examination program, and
 - May not be used interchangeably with other DANTES Test Centers, even when two centers share the same testing personnel.
-

Inspection Procedures

Annual Testing Facilities Review Policy

The authorizing military Service is required to inspect the test center once each calendar year. All DANTES Test Centers, stocking and nonstocking, must be inspected. Follow these steps:

Step	Action
1	The Service headquarters, major command, or Air Force Base Commander selects an objective inspecting official meeting the following requirements: <ul style="list-style-type: none">• Is a GS-11 or higher,• Is a commissioned officer (O-1) or higher or a Chief Warrant Officer (CWO2) or higher,• Is knowledgeable of the testing program, and• Is not testing center personnel.
2	If a qualified inspector is not available to perform the inspection, the Service headquarters or major command may <ul style="list-style-type: none">• Appoint another individual to conduct the inspection by granting a waiver of the required qualifications, and• Submit the waiver to DANTES, Code 20C with the facilities review.

Continued on next page

Inspection Procedures, Continued

Inspector Duties

The designated inspector performs the following duties:

- Completes the DANTES Annual Testing Facilities Review, DANTES 1560/11 (Stock Number 1216) (Exhibit 2), and sends to DANTES Code 20D.

Note: Refer to Service regulations for additional guidance.

- Accesses the DANTES security container **only** to identify the condition of exams.
 - Is always monitored by the TCO or ATCO when accessing the security container.

Note: THE INSPECTOR MAY NOT OPEN OR REVIEW EXAMINATIONS.

Disestablishment Procedures

Disestablishment Justification

The following list indicates possible reasons for disestablishing a DANTES Test Center:

- History of no testing,
 - Duplication of services,
 - Dysfunction,
 - Loss of testing personnel,
 - Major reduction in installation personnel,
 - Consolidation of test centers, and
 - On request.
-

Continued on next page

Disestablishment Procedures, Continued

Processing Procedures

The test center, major command or Service headquarters may request disestablishment of the test center for any of the reasons listed on the previous page.

After the following steps are completed, and all materials have been received and accounted for, DANTES, Code 20C, will provide the TCO with official notice of closure.

Step	Action
1	Initiate the disestablishment request through the headquarters or major command, with an advance copy to DANTES, Code 20C . State in the request if the center wishes to stay on DANTES' miscellaneous mailing list to receive information and publications. Note: Allow 60 days for this request to be processed through the chain of command.
2	Provide a forwarding address, if known, for all DANTES testing personnel.
3	Cease all testing operations (CEASE OPERATIONS DATE) no later than 60 days before the closure date for Conus test centers and 90 days for overseas test centers. Note: If a test center is experiencing significant delays in mail service, the CEASE OPERATIONS DATE can be extended; or if currently appointed DANTES testing personnel are departing before the CEASE OPERATIONS DATE and there are no replacement personnel anticipated, immediately initiate disestablishment procedures.
4	Notify the effected military community that testing services will not be available after the CEASE OPERATIONS DATE. Note: Inform the community that individuals need to plan for their testing requirements prior to this deadline.

Continued on next page

Disestablishment Procedures, Continued

Processing Procedures (continued)

Step	Action
5	<p>Initiate all test orders no later than 60 days prior to the CEASE OPERATIONS DATE for Conus and 90 days for overseas test centers.</p> <p>Note: If testing personnel are still at the test center, do not refuse packages.</p> <ul style="list-style-type: none">Any test received between the CEASE OPERATIONS DATE and the CLOSURE DATE must not be administered but must be returned <u>immediately</u> to the testing agency.DO NOT order any special-ordered tests (i.e., GRE Subject, ASE, ECE Essay, Praxis Series, CLEP General English Comp with Essay, or Certification tests) that will arrive after the CEASE OPERATIONS DATE.
6	<p>Complete a DANTES Test Inventory Report, DANTES 1560/12 (Stock Numbers 1268-1271) (Exhibit 3) AND a DANTES Document Receipt Form, DANTES 1560/14 (Stock Number 1213) (Exhibit 4) for each testing agency, and return all tests to the respective testing agency (ACT, CGI, GEDTS, ECE).</p>
7	<p>Affix the "DISESTABLISHMENT INVENTORY" label supplied by DANTES to the outer package to serve as a notice to the testing agency for expeditious handling of test materials. Contact DANTES, Code 20C, for the labels.</p> <p>Note: If not needed at another nearby DANTES Test Center or if no counseling personnel will be working at the closing location, return all NONCONTROLLED test materials (i.e., Interest Tests, GED Practice Tests, etc.) to DANTES Code 10L.</p>

Continued on next page

Disestablishment Procedures, Continued

Processing Procedures (continued)

Step	Action
8	Provide a copy of the disestablishment DANTES Test Inventory Report (Exhibit 3) for each testing agency to DANTES, Code 20C, and affix the "DISESTABLISHMENT INVENTORY" label to the envelope.
9	Leave specific instructions with remaining personnel and postal authorities concerning disposition of any incoming packages containing controlled items before departure of all testing personnel. Return these materials to the testing agency (unopened) promptly via Certified Mail.

Examinees' Responsibilities

Examinees who test within 60 days of the **CEASE OPERATIONS DATE** should:

- Complete a "Change of Address" form indicating a permanent home or transfer address for receiving mail,
- Leave a self-addressed stamped envelope at the test center or submit the envelope with the answer sheet at the time of testing, and
- Understand that examinees may obtain their scores in the future by requesting a transcript from the appropriate testing agency for the stated transcript fee.

Note: The testing agency will send only the "examinee's copy" to the individual.

Continued on next page

Disestablishment Procedures, Continued

Testing Agencies' Responsibilities

Based on written notification by DANTES of test centers identified for closure, testing agencies will:

- Not honor any test order received within 45 days of the CEASE OPERATIONS DATE,
 - Not honor any request for special-order exams with administration dates occurring after the CEASE OPERATIONS DATE,
 - Not mail score reports to disestablished test centers,
 - Send the "Examinee Copy" to an examinee who provides a self-addressed stamped envelope if the test center is being disestablished along with instructions on how to request an official score report (transcript request form),
 - Notify DANTES immediately of any inventory discrepancy, or
 - Verify that all test materials have been returned.
-

Testing Personnel Qualifications

Authorized Personnel

Personnel authorized access to DANTES-sponsored examinations are the TCO, ATCO, ITCO, and military, civil service, or contract examiners. They hold these designations by virtue of:

- Official orders,
 - Position descriptions, or
 - Contracts (examiner only).
-

Unauthorized Personnel

Education center personnel not authorized access to DANTES examinations at any time are:

- ESOs,
 - Counselors,
 - Education specialists,
 - Education technicians, and
 - Test proctors
-

Continued on next page

Testing Personnel Qualifications, Continued

**TCO, ATCO,
ITCO
Appointment
Qualifications**

All TCOs, ATCOs, or ITCOs must meet the following qualifications:

Item	Requirement
1	Be a United States citizen: <ul style="list-style-type: none">• Noncommissioned officers (NCOs) (grade E-6 or above),• Commissioned officers,• Chief Warrant Officers, or• Federal civil service employees (including Non-Appropriated Funds (NAF) personnel).
2	Have a baccalaureate degree from an accredited college recognized by the U.S. Department of Education. <ul style="list-style-type: none">• A waiver of the baccalaureate degree requirement may be granted <u>only</u> under special circumstances by the major command or Service headquarters.• If there is a lack of qualified bachelor degree holders, we strongly recommend appointing personnel with a minimum of an associate degree.• Keep a copy of the waiver on file at the test center.
3	Reflect authority to serve in the official position description (if appropriate) and the appointment document as specified in this <i>Handbook</i> , AND
4	Receive training before assuming duties and responsibilities in their respective positions.
5	Must annually review the video, “Test Security is Your Responsibility.”

Note: Contract and state civil service personnel cannot be appointed as the TCO, ATCO, or ITCO.

Continued on next page

Testing Personnel Qualifications, Continued

Enlisted Paygrade Waiver

- **Active Duty:**
To appoint an NCO below the E-6 level as a TCO, ATCO, or ITCO, request a waiver from DANTES by sending a letter of explanation to DANTES, Code 20A, (prior to appointment documents) with endorsements through the proper chain of command.
- **Reserve Component:**
If an NCO below the E-6 level is also a Federal GS employee, no waiver is required. List both the military and GS rating on the appointment letter (i.e., E-5/GS-7).

Interim TCO

An Interim TCO (ITCO) may only be appointed for a period not to exceed 90 days. At the end of 90 days, a permanent TCO **must** be appointed.

Continued on next page

Testing Personnel Qualifications, Continued

Government Test Examiner Qualifications

A Government Test Examiner:

- May administer DANTES exams in a DANTES Test Center,
- Must be a military Service member, Federal (including NAF) employee, or State civil service employee,
- Is not allowed to sign test orders, answer sheets, test inventory reports, irregularity reports, or testing agency shipping documents.

Additional requirements:

Item	Requirement
1	Must have a baccalaureate degree from an accredited college recognized by the U.S. Department of Education. <ul style="list-style-type: none">• A waiver of the baccalaureate degree requirement should be granted <u>only</u> under special circumstances by the major command or Service headquarters.• If there is a lack of qualified bachelor degree holders, we recommend appointing personnel with a minimum of an associate degree.• Keep a copy of the waiver on file at the test center.
2	Must be approved by the local command
3	Must successfully pass the "Examination for DANTES Testing Personnel." A score of at least 90 percent is recommended.
4	May be authorized to know the safe combination.
5	Must annually view the video, "Test Security is Your Responsibility".

Note: Since DANTES does not appoint test examiners, adequate controls must be developed to minimize the potential for conflict of interest and to provide training to ensure an acceptable standard of test administration is maintained.

Continued on next page

Testing Personnel Qualifications, Continued

Contract Test Examiner Qualifications

Contract Test Examiners:

- May administer DANTES exams in a DANTES Test Center.
- **Are not allowed** to sign test orders, answer sheets, test inventory reports, irregularity reports, or testing agency shipping documents.

Additional requirements:

Item	Requirement
1	Must have a baccalaureate degree from an accredited college recognized by the U.S. Department of Education <ul style="list-style-type: none">• Any waiver provisions for the baccalaureate degree requirement must be stipulated in the contract.• Keep a copy of the waiver on file at the test center.
2	Must be approved by the contracting officer.
3	Must complete training and successfully pass the "Examination for DANTES Testing Personnel." A score of at least 90 percent is recommended.
4	May be authorized to know the safe combination if authorized in the contract.
5	Must annually view the video "Test Security is Your Responsibility".
6	Cannot be appointed as TCO, ATCO, or ITCO.

Note: Since DANTES does not appoint test examiners, adequate controls must be developed to minimize the potential for conflict of interest. The contract must specify training requirements in order to ensure an acceptable standard of test administration is maintained.

Continued on next page

Testing Personnel Qualifications, Continued

Test Proctor Qualifications

Test Proctors:

- Have no specific educational requirements.
- Must be used when testing 15 or more examinees. Use a ratio of 1 proctor for each 15 examinees.
- Monitor test administration as a deterrent to improper test conduct.
- Do not have access to DANTES examinations.

Note: THE TCO, ATCO, OR EXAMINER MUST REMAIN IN THE TESTING ROOM WITH THE PROCTOR(S) AT ALL TIMES.

Training

Active Duty Test Centers

The cognizant military command is responsible for training TCOs, ATCOs, and ITCO personnel at active duty test centers.

- All new testing personnel or those who have not served as a DANTES TCO, ATCO, or ITCO within the last 2 years must complete the "Examination for DANTES Testing Personnel" (a test on the policies/procedures outlined in this *Handbook*) and view the video, "Test Security is Your Responsibility."
- Previous experience in a similar military capacity does not substitute for this training requirement.

Answer sheets for the "Examination for DANTES Testing Personnel" are scored by:

Branch of Service	Scored by
Army/Air Force Test Centers	Major Commands
Navy Test Center	NETPDTC, N2A4
Marine Test Centers	Headquarters, USMC
Coast Guard Test Centers	USCG Institute

Note: All new TCO, ATCO, and ITCO personnel should, whenever possible, attend a DANTES TCO Workshop.

Continued on next page

Training, Continued

**Reserve
Component
Test Centers**

Prospective Guard/Reserve TCOs, ATCOs, and ITCOs must contact their Service headquarters for approval to attend a DANTES TCO Workshop. The Service headquarters will coordinate with DANTES, Code 20C, to schedule attendance at the DANTES TCO Workshop.

**Full Time
Support Person**

DANTES recommends that Guard/Reserve TCOs be a Full Time Support Person (FTSP). If an ATCO is also appointed, either the TCO or ATCO should be an FTSP. This ensures the TCO or ATCO is present to perform daily responsibilities.

**Test Security
Video Annual
Training
Requirements**

DANTES requires all test center personnel to review annually the DANTES test security video entitled "Test Security is Your Responsibility," Stock Number 3251.

Testing Personnel Changes

Appointment Documents

To appoint a TCO, ITCO, (or ATCO*), submit the below listed required documents to DANTES, Code 20C, via the chain of command. See appropriate Branch of Service submission chart on the following page.

Required Documents	Information/Instructions
1. An appointment letter. If the major command or headquarters has granted a waiver of the baccalaureate degree requirement, attach a copy of the waiver letter.	See sample TCO and ATCO letters (Exhibits 5 and 6).
2. Training.	Show evidence of successful completion of all required training.
3. Joint DANTES Test Inventory Report (required from <u>ALL</u> DANTES Test Centers). *An inventory is not required for a ATCO change	See Exhibit 3 for TCO and ITCO appointments only. The outgoing and incoming TCOs conduct a joint inventory and both sign the DANTES Test Inventory Report. The effective date of a TCO appointment is the date of the TCO change inventory.

Number of Authorized ATCOs

Usually, only one ATCO is appointed per test center. DANTES **automatically** rescinds the existing ATCO appointment when a new ATCO appointment letter is received. If more than two ATCOs are appointed at a test center, only two ATCOs may have ordering authority.

Conditional Appointment Status

The **incoming TCO** assumes responsibility on a conditional basis but **cannot** sign test orders or answer sheets until appointment confirmation is received from DANTES.

Safe Combination

Change the safe combination whenever the change in testing personnel occurs (TCO, ATCO, ITCO, or Examiner). **Outgoing personnel are no longer allowed access to DANTES exams.**

Continued on next page

Submitting Appointment Documents

Branch of Service

The following chart lists document submission procedures by branch of Service. Send documents approved by the:

Branch of Service	Procedure
Air Force	Base commander to DANTES, Code 20C, with an information copy to the major command.
Army	Post commander to DANTES, Code 20C, via the major command unless instructed by the major command to do otherwise.
Navy	Commanding officer or regional director to DANTES, Code 20C, via NETPDTC, N2A4, 6490 Saufley Field Road, Pensacola, Florida 32509-5237.
Marine Corps	Base commanding officer to DANTES, Code 20C, via Headquarters, United States Marine Corps, MRV.
Coast Guard	Commanding officer to DANTES, Code 20C, via Commanding Officer (VE) USCG Institute, 5900 SW 64th Street, Suite 235, Oklahoma City, OK 73169-6990.
National Guard/ Reserves	Commanding officer to DANTES, Code 20C, via Service headquarters.

Appointment Confirmation

- **TCO, ATCO, and ITCO appointments are conditional.**
 - **Appointees may not order or administer tests until the confirmation letter from DANTES is received.**
 - If appointment confirmation has **not** been received from DANTES within 4-5 weeks, contact your chain of command to ensure the paperwork has been sent to DANTES.
-

Rescinding Appointments

Departure Without Immediate Replacement

Any time a TCO, ATCO, or ITCO departs without immediate replacement, a rescission of appointment letter (Exhibit 7) is required.

When no authorized testing personnel (TCO, ATCO, or ITCO) are at a test center to assume responsibility, appointment(s) must be officially rescinded and disestablishment procedures followed (refer to "Disestablishment Procedures" in this chapter).

The departing TCO, ATCO, ITCO may not test on a DANTES sponsored examination (without a waiver from DANTES, Code 20B) until 6 months following the expiration of their respective appointment.

Note: No test center can remain open without a TCO, ATCO, or ITCO to assume responsibility for it.

Automatic Rescission of ATCO Appointment

DANTES **automatically** rescinds the existing ATCO appointment when a new ATCO appointment letter is received.

If an appointment letter is submitted to name an "additional" ATCO, the letter must specifically state that the existing ATCO appointment remains in effect and must justify the request for more than one ATCO.

Responsibilities during Testing Personnel Changes

Temporary Absence of TCO

If the TCO is temporarily absent, use the following procedures:

Test Centers With ATCOs

IF	THEN
Absence less than 30 days:	<ul style="list-style-type: none"> • ATCO automatically assumes responsibility as Acting TCO for a period not to exceed 30 days. • TCO and ATCO complete a joint Test Inventory Report and retain at test center. • Complete another joint inventory when TCO returns.
Absence exceeds 30 days:	<ul style="list-style-type: none"> • Contact DANTES, Code 20C, for guidance. • Prior to departure, TCO and ATCO conduct a DANTES Test Inventory Report (Exhibit 3). Submit the report along with an appointment letter (Exhibit 5) to appoint the ATCO as ITCO or TCO to DANTES, Code 20C. • When the TCO returns and assumes duties, complete another inventory and submit the inventory and appointment letter to DANTES, Code 20C, for reappointment

Test Centers Without ATCOs

IF	THEN
Absence less than 30 days:	<ul style="list-style-type: none"> • All testing is held in abeyance until TCO returns. • An authorized Examiner may conduct testing, if holding the answer sheets and document forms (for TCO's signature) will not jeopardize: <ul style="list-style-type: none"> • scoring and reporting process, or • violate regulations that prohibit holding answer sheets for more than one day following test administration.
Absence exceeds 30 days:	<ul style="list-style-type: none"> • All test materials must be returned to each testing agency prior to TCO's departure. • If the test materials cannot be returned because the departure occurred unexpectedly, the responsible Service command must contact DANTES for instructions. • Test materials may not be left in the safe longer than 30 days.

Note: Unauthorized individuals may not gain access to DANTES examinations.

Continued on next page

Responsibilities during Testing Personnel Changes, Continued

Permanent Departure of the TCO

The following steps are to be taken for permanent departure of the TCO.

Step	Test Centers with ATCOs	Test Centers without ATCOs
1	The ATCO automatically assumes responsibility as the Acting TCO temporarily for a period not to exceed 30 days.	A Test Control Officer or ITCO must be appointed immediately to assume full responsibility for the test center. (See: Testing Personnel Qualifications, Training, etc., Part I, of this <i>Handbook</i> .)
2	The outgoing TCO and ATCO must inventory the safe and complete the DANTES Test Inventory Report (Exhibit 3). Submit the report along with a letter to rescind the TCO appointment, and appoint the ATCO as either permanent TCO or ITCO (Exhibit 5).	<p>If the TCO's departure was unplanned (i.e., resignation or death) and a replacement cannot be appointed immediately, all testing must be suspended.</p> <ul style="list-style-type: none"> • The responsible Service command must contact DANTES for instructions on returning test materials to the testing agency. • Follow instructions for dis-establishment of the test center.

Note: Unauthorized individuals may not gain access to DANTES examinations.

Operational Duties and Responsibilities

TCO Responsibilities

Full responsibility for operating the test center rests with the TCO or ITCO. The TCO, ATCO, or ITCO must sign all official documents and correspondence pertinent to the operation of the DANTES Examinations Program. The TCO or ITCO is responsible for:

- Ordering examinations,
- Receiving examinations,
- Inventorying,
- Administering examinations,
- Safeguarding examinations,
- Returning examinations,
- Reporting suspected test losses and compromises,
- Performing operational/administrative duties and actions, and
- Maintaining a supply of necessary support materials such as forms, pamphlets, and booklets.

Note: The ATCO may perform all duties of the TCO; however, the TCO is ultimately responsible for operation of the center

Test Center Address Changes

To prevent shipping delays, immediately submit test center address changes via E-mail, or written/faxed notification to DANTES, Code 20C. **Do not submit these changes to the testing agencies.**

Note: DANTES Code 20C will only accept these changes from the TCO/ATCO.

Standard Operating Procedure (SOP)

SOPs must be written to control the daily test center operations. In addition to the above listed TCO duties and responsibilities, special emphasis should be given to the following:

- Security procedures concerning the delivery of DANTES test materials when the TCO, ATCO, ITCO, or test examiner is not available.
 - Notification procedures for the arrival of test shipments.
-

Ordering Examinations

Determining Testing Needs

Conduct a survey of assigned personnel to determine the number and types of tests to order. Consider the following:

- Demographics of assigned personnel, i.e., age, rank structure, level of current education.
 - Individuals wishing to further their education.
 - Current users of Tuition Assistance or GI Bill.
 - Availability of flexible military specialty degree options.
 - Local college acceptance policies for credit-by-examination programs.
 - Special emphasis programs.
-

Ordering Examinations

The TCO, ATCO*, or ITCO are the only individuals who may order DANTES sponsored examinations, including special-ordered exams.

The TCO or ITCO is responsible for precluding excessive ordering or stocking of tests, which increases the likelihood of test loss or compromise and creates excessive work.

- Conus test centers must order 4 weeks in advance of testing requirements.
- Overseas test centers must order 6 weeks in advance.
- Orders for examinations and support materials **MUST** be submitted on the forms specified by DANTES and the appropriate agency.
- Sample order forms are found in each examination chapter of this *Handbook*.
- Retain copies of test orders until test booklets are received.

*If **more** than two ATCOs are appointed at a test center, only two ATCOs may have ordering authority.

Disabled or Handicapped Examinees

When ordering examinations for administration to disabled or handicapped examinees, request special instructions from DANTES, Code 20B, and the appropriate testing agency 45 days prior to placing the test order. Also, request special instructions to keep on file in the test center for reference purposes.

Receiving Examinations

Tests Mailed From GEDTS, CGI, Excelsior, and ACT

Testing materials containing examinations are always delivered in a double-wrapped package addressed to the “DANTES Test Control Officer” and sent from the testing agency as shown below:

	Conus Mailing	Overseas Mailing	Label Stating “Test Materials Enclosed”
GEDTS	Certified Mail	Certified Mail	No
CGI	United Parcel Service (UPS)	Certified Mail (including: AK, HI, PR, and VI)	Yes
Excelsior	United Parcel Service (UPS)	Certified Mail (including: AK, HI, PR, and VI)	No
ACT	United Parcel Service (UPS)	Certified Mail (including: AK, HI, PR, and VI)	No

Certified Mail Justification

Test centers in Conus may request that exams be shipped Certified Mail by justifying the need in writing to:

DANTES, Code 20C
6490 Saufley Field Road
Pensacola, Florida 32509-5243

Continued on next page

Receiving Examinations, Continued

Address Label	Check the address label <u>BEFORE</u> opening packages from the testing agency.
----------------------	--

Misdelivered Packages	<p>If a package is misdelivered</p> <ul style="list-style-type: none">• And you have not signed for the package, ask the post office or delivery company to forward to the proper address.• And someone else in your unit signed for the package, do not open the package.<ol style="list-style-type: none">1. Immediately place the unopened package in a mailing envelope along with a document receipt form indicating the package was misdelivered.2. Send the package to the appropriate testing agency by certified mail.
------------------------------	--

Initial Receipt	<p>Test centers <u>should</u> receive exams within 4 weeks in Conus from the date they were mailed by the testing agency and 6 weeks overseas. Upon receipt of and before storing examinations:</p> <ul style="list-style-type: none">• Carefully check the package contents,• Account for all exams by test title and booklet serial number,• Conduct a page check of all unsealed test booklets,• Sign and return shipping document to testing agency.<ul style="list-style-type: none">• Test examiners are not authorized to sign the testing agency's shipping document/notice but may sign for the test package from the mailroom or UPS.
------------------------	--

Continued on next page

Receiving Examinations, Continued

Shipment Delays or Discrepancies

Never sign and return a shipping document that has a discrepancy; retain all packaging material until the discrepancy is resolved. If a shipment discrepancy or delay has been identified:

- **Conus** test centers must immediately contact the appropriate testing agency by phone.

CGI: 1-800-257-9484
GEDTS: 1-800-528-9800
ACT: 319-337-1321
ASE/ACT: 319-337-1246
ECE: 1-888-723-9267
- **Overseas** test centers must contact the European or Far East DANTES Representative at the phone numbers listed on page 3 of this document.
- The testing agency will initiate action to resolve the issue.

UNDER NO CIRCUMSTANCES SHOULD UNAUTHORIZED PERSONNEL OPEN A PACKAGE CONTAINING TESTING MATERIALS.

Inventorying Examinations

Test Inventory (Manual or Automated)

Service regulations or major command policies may specify the inventory system used at a DANTES Test Center.

Recording Test Inventory

Perform the following steps to properly record newly received examinations into inventory.

Step	Action
1	<p>Enter the test booklet information for all exams <u>including</u> special order tests into the appropriate inventory system.</p> <ul style="list-style-type: none">• DANTES Test Inventory Log, DANTES 1560/37 (Stock Number 1215) (Exhibit 9),• DANTES Test Inventory Cards, DANTES 1560/1-7 (Stock Numbers 1246-1252) (Exhibit 8), or• DANTES Automated Test Inventory Program (DATIP) (contact DANTES, Code 20D, to order), or• Locally or Service developed inventory system.
2	<p>Conduct a page check of each unsealed exam booklet before the tests are stored in the safe.</p> <p>DO NOT BREAK THE SEAL ON SEALED TEST BOOKLETS.</p>
3	<p>Maintain the test logs for manual inventory systems at least 1 year.</p>

Safeguarding Examinations

Rules for Safeguarding Examinations

The following list of rules for properly safeguarding examinations will help prevent test loss or compromise:

- **Never** destroy DANTES exams
 - **Never** lend or transfer DANTES exams
 - **Never** allow unauthorized personnel access to DANTES exams and the safe where exams are stored
 - **Ideally**, secure and lock the room containing the safe when not staffed by authorized testing personnel.
-

Daily/Weekly/Monthly Test Inventory

Test inventories are the most critical element for protecting the DANTES testing program from test loss or compromise. Service regulations or major command policies **may** require frequent test inventories.

Other Exams

If non-DANTES testing personnel have access to other examinations (i.e., APT, ECI), ensure the DANTES examinations are maintained in a separate, lockable drawer.

Safe Requirements

Locate the safe in a secure area. Maintain safe contents in a neat and orderly arrangement to minimize test loss. Other safe requirements are:

- Must use only for exams,
 - Change lock combinations whenever a change in testing personnel occurs, or according to Service regulations, and
 - Assure outgoing personnel cannot access the safe.
-

SF 702

Each time the safe is opened, the individual opening the safe must sign the **SF 702, "Security Container Check Sheet"** (Exhibit 10). The SF 702, "Security Container Check Sheet," must be visibly posted on the safe and maintained on file for at least 1 year. Each time the safe is opened:

- Write down the date and time,
 - Sign the form (TCO, ATCO, ITCO, Examiner), and
 - Write down the date and time the safe was locked.
-

Continued on next page

Safeguarding Examinations, Continued

Safeguarding Transported Examinations

Only the TCO, ATCO, or ITCO may transport exams.

Most tests in the DANTES program can be transported, however, due to increased security risks, it is not recommended. If transporting to another building, a testing site within commuting* distance, or a Geographically Separated Unit** (GSU) is unavoidable the following applies:

- Transport exams in a heavy-duty briefcase or other sturdy locking container.
- Log the exams out using a Document Receipt Form or a suitable hand receipt.
- If a safe is **not** available at the testing location, **exams must remain in constant possession of the TCO, ATCO, or ITCO.**
- Contact DANTES, Code 20B, for special provisions.

***Commuting distance is defined as a distance that can be traveled both ways in the same day and the exams can be returned and secured at the DANTES Test Center.**

****A GSU is a unit located outside of normal commuting distances. Temporary storage of exams is authorized only to support TDY/TAD of the TCO, ATCO, or ITCO.**

Test Inventory Reporting

Preparing Test Inventory Reports

Test inventories and associated reports are the most critical element for protecting the DANTES Examination Program from test loss or compromise.

To report a quarterly or TCO/ITCO change inventory, use one of the following:

- Test Inventory Report Form (DANTES 1560/12),
- DANTES Automated Test Inventory Program (DATIP),
- Or a locally developed form pre-approved by DANTES, Code 20C.

Quarterly Test Inventory Report	TCO/ITCO Change Inventory Report
<p>1. Stocking test centers must conduct and immediately submit a dated and signed Quarterly Inventory Report of exams on hand at the end of each fiscal year quarter (see dates below).</p> <p style="text-align: center;">30 Sep 31 Dec 31 Mar 30 Jun</p> <p>Only the TCO, ATCO, or ITCO may sign the report.</p>	<p>1. Conduct a complete test inventory and submit a DANTES Test Inventory Report with each TCO or ITCO change for all stocking and nonstocking test centers. This may be conducted in conjunction with the Quarterly Inventory Report, if the change occurs at the end of a quarter.</p>
<p>2. Do not submit a negative Quarterly Inventory Report.</p>	<p>2. This report must include a negative inventory report or a letter stating the same (even if no tests are in the safe) for each of the testing programs.</p>
<p>3. Submit reports to the appropriate testing agencies as identified on the form (i.e., ETS/CGI, ACT, GEDTS, and ECE). Each report is due to the agencies no later than 15 working days after the end of each quarter.</p>	<p>3. Submit the original inventories with the appropriate appointment paperwork to DANTES, Code 20C, 6490 Saufley Field Road, Pensacola, FL 32509-5243.</p>
<p>4. Nonstocking test centers are not required to submit a quarterly report, but are encouraged to inventory the safe's contents at regular intervals.</p>	<p>Note: DO NOT send TCO Change Inventory Reports to the testing agency.</p>

Test Administration

TCO Administrative Responsibilities

The TCO is responsible for ensuring a proper testing environment by strictly adhering to the regulations governing eligibility, administration, standards of conduct, and test security. Additionally, maintain the following documents for one year:

- Test Logs (Exhibit 11)
- Receipted copies of the DANTES Document Receipt Forms (Exhibit 4)
- Certified or Registered Mail receipts
- Records of DANTES Test Inventories
- SF-702 forms (Exhibit 10)

Note: All official documents and correspondence pertaining to the operation of the DANTES Examination Program must be signed by the TCO, ATCO, or ITCO.

Test Administrator

The test administrator may be the TCO, ATCO, ITCO, or government/contract examiner.

The TCO is responsible for ensuring the administrator is:

- Adequately trained, or in the case of a contract examiner meets the contractual training requirements.
 - Familiar with and follows the policies and procedures in this *Handbook*, and the specific Examiner's Manual for each of the DANTES-sponsored examination programs. **Not all parts of the Examiners Manual may pertain to the DANTES testing program and should be used in conjunction with instructions in Part II of this *Handbook*.**
 - In charge of the examinees from the time they enter the testing room until testing is completed.
-

Continued on next page

Test Administration, Continued

Examinee's Readiness to Test

Before administering exams, testing personnel should determine examinee's readiness to test. This includes:

- Administering practice tests (if available),
 - Counseling to determine candidate's background or experience in the areas covered by the examination, and
 - Reviewing candidate's past examination history to determine eligibility to retest.
-

Retesting

Refer to the retest section in each program chapter in Part II of this *Handbook*.

Test Administration

Administer exams according to the requirements of each testing agency. There are three basic categories:

Exams for Stocking Centers: Exams stored in a stocking test center may be administered to examinees on demand.

Reusable test booklets may be used until they are either recalled or no longer serviceable (i.e., DSSTs, ACT and ECE objective exams).

Non-reusable test booklets must be returned with the answer sheet after the administration (i.e., CLEP & SAT).

Exams for Nonstocking Centers: Must be administered as soon as possible after receipt, but no later than 45 days after postmark within Conus or 60 days Overseas. All test materials must be returned with the answer sheet after administration. Make time extension requests to the appropriate testing agencies or to the servicing DANTES office.

Special-ordered exams: Must be administered on the published DANTES test date (See the *DANTES Calendar of National Testing Programs*) at either stocking or nonstocking centers. (i.e. CLEP General English Composition with Essay, Praxis, ECE Essay and GRE Subject tests). These exams must be returned immediately after the test date.

Continued on next page

Test Administration, Continued

In-Processing Examinees

The following procedures are mandatory for all test administrations:

- Examinee must present official photo identification. If there is any question regarding identification, request a second photo identification such as a driver's license.
 - Complete Test Log, DD Form 1572 (Exhibit 11) at all test administrations.
 - Test examiner conducts a page check of all unsealed test booklets in the presence of the examinee.
 - Examinee opens sealed test booklets and conducts a page check.
 - Provide a secure storage area in the front of the testing room for examinee's personal items.
-

Instructions To Examinees

Explain the following instructions to examinees prior to testing:

Step	Action
1	Advise examinees that answer sheets for anyone who retests on the same exam within the retest waiting period will be invalidated. Examinees must wait the designated waiting period* from the last administration date before testing again on the same exam. *See individual program chapters for retesting requirements.
2	Read and follow instructions printed in test booklets.
3	The time limit, if applicable.
4	Carefully read and enter* required information on the answer sheet and/or registration form. *Improperly gridded name or Social Security Number will result in incorrect data collection and a lengthy delay in reporting.
5	Students ask any questions before testing begins.
6	Help cannot be given or received on the test.

Continued on next page

Test Administration, Continued

Instructions To Examinees (continued)

Step	Action
7	Calculators may be used only when stated in test booklet instructions. It is the examinee's responsibility to provide a calculator if desired. Use of a scientific calculator is permitted with most programs; however, programmable and graph-displaying calculators are not. Calculator memories must be cleared prior to beginning the examination.
8	Only one test will be issued per examinee except in the case of the GED math test.
9	Test materials (booklets, answer sheets, and scratch paper) must be returned to the test administrator before leaving the room.
10	NO personal items may be accessible during testing. All electronic devices such as pagers, cell phones, and digital watches, must be turned off.
11	Only approved testing materials are allowed on examinee's desk/table during testing.

Test Material Distribution

Prior to the testing session, the TCO, ATCO, ITCO, or Examiner **only**, distributes the following:

- Test booklets,
- Answer sheets,
- Pencils,
- Erasers,
- Scratch paper, and
- Accessory materials.

Examinees and proctors may not assist.

Continued on next page

Test Administration, Continued

Test Material Collection

After the testing session, **only** the TCO, ATCO, ITCO or Examiner, will perform the following:

- Make a page check of each test booklet when it is returned by the examinee. This check is made in the presence of the examinee and noted on the Test Log, DD Form 1572 (Exhibit 11).
 - Enter the time test was returned on the Test Log.
 - Collect all scratch paper (shred/destroy locally).
 - Review the answer sheet for completion and examinee signature, and ensure accuracy of gridded information.
 - Sign the Test Log (test administrator).
 - Sign the completed answer sheet (TCO, ATCO, or ITCO **only**).
 - Failure to provide required signatures by examinee or TCO, ATCO, or ITCO will significantly delay answer sheet scoring.
-

Surveillance Requirements

The Test Administrator, and Proctor if required, must be strategically positioned in the testing room to ensure examinees are under constant surveillance. Surveillance includes but is not limited to, frequent walks around the testing stations to ensure examinees are

- working in the proper section of the test,
- marking the answer sheet correctly,
- not using or creating crib sheets, and
- doing their own work.

Performing office work such as answering telephones or working with non-examinee clients while administering tests must not distract test administrators.

EXAMINEES MUST NOT BE LEFT UNATTENDED AT ANY TIME.

Testing Irregularities

An irregularity during a test administration can include:

- Discovering a defective test booklet during administration,
- Examinees becoming ill or falling asleep during testing,
- Alarms, alerts, or other unforeseen interruptions, or
- Suspected compromise or cheating

Use the Supervisor's Irregularity Report to document anything out of the ordinary.

Continued on next page

Test Administration, Continued

Supervisor's Irregularity Report

When irregularities occur, contact DANTES, Code 20B, for guidance before submitting the report. The test administrator must:

- Submit a "Supervisor's Irregularity Report" (Exhibit 12) or letter of explanation, along with test materials to the appropriate testing agency.
 - Send a copy of the report to DANTES, Code 20B, and
 - Retain a copy for future reference.
-

Improper Test Conduct

Determining Improper Test Conduct

Improper conduct may result in an investigation. Improper conduct can be defined as, but is not limited to, an examinee:

- Attempting to obtain answers from another examinee,
 - Attempting to use unauthorized materials (crib notes, dictionary, unauthorized calculator, etc.),
 - Copying parts of the test or making a list of answers,
 - Failing to turn in all test materials (a test booklet with missing pages, scratch paper, answer sheet) at the end of the testing session, and
 - Cheating or attempting to cheat.
-

Continued on next page

Improper Test Conduct, Continued

Actions to Take for Improper Test Conduct

The two conditions of improper test conduct are **suspected** or **observed**.

If you **suspect** cheating but do not have proof:

- Record the candidate's identifying information,
- Warn the person, and
- Require the person to change seats.

When improper test conduct is **observed**, the TCO, ATCO, ITCO, or Examiner must:

Step	Action
1	Collect the examinees test booklet, answer sheet, and all scratch paper.
2	Dismiss the examinee from the testing room.
3	Place test materials in the safe.
4	Complete the "Supervisor's Irregularity Report" (Exhibit 12) or letter of explanation. Include the answer sheet and associated scratch paper with the irregularity report or letter of explanation to the appropriate testing agency. Send a copy of only the irregularity report or letter of explanation to DANTES, Code 20B. Explain the circumstances under "Remarks."

Note: DANTES and the testing agency will determine if the incident constitutes a test compromise. DANTES will notify the Service headquarters or MACOM and the TCO regarding appropriate action.

Continued on next page

Improper Test Conduct, Continued

Irregularity Outcome

The testing agency determines how the answer sheet will be processed and under what circumstances retesting may be accomplished if necessary.

Invalidated Test Scores

Improper test conduct may result in the examinee's test score being invalidated and possible prosecution under the Uniform Code of Military Justice or applicable federal or state statutes.

Returning Examinations

Returning Examination Materials

Test materials (i.e., test booklets, registration forms, answer sheets, etc.) must be returned to the testing agency within the specified time frames as listed below:

If . . .	Then . . .
Special-ordered exams are administered on a specified testing timetable,	All exams (used and unused) must be returned to the testing agency immediately after scheduled administration date, but not later than the next duty day.
Nonstocking test center orders exams,	Exams must be returned within 45 days of the postmark date in Conus or 60 days overseas including ships, AK, HI, PR, and VI.
Any test materials cannot be returned to the testing agency on the day of administration,	Test materials must be secured and returned to the testing agency the following work day.

Note: Test materials must never be left out of the safe, even when packaged and ready for mailing.

Continued on next page

Returning Examinations, Continued

GED Test Return Exception

If a military examinee cannot complete the entire GED Battery, the answer sheet may be held for not more than 30 days. Examinee must schedule appointments to complete the entire battery within those 30 days.

Returning Examination Materials Procedure

The TCO, ATCO, or ITCO performs the following procedures when packaging and returning test materials to testing agencies:

Step	Action
1	<p>Complete a DANTES Document Receipt Form (Exhibit 4)</p> <ul style="list-style-type: none">• Record the UPS/Certified package control number on the form.• Type or stamp test center address on reverse side of the Original (white) copy. The testing agency will return the form to the test center. <p>Enclose the Original and Copy 1 with returned test materials.</p> <ul style="list-style-type: none">• Retain Copy 2 (test center copy) until the Original is receipted for and returned by the testing agency.• Only the TCO, ATCO, or ITCO may sign the DANTES Document Receipt Form, which becomes part of the suspense file.
2	<p>Before signing the DANTES Document Receipt Form and sealing the package, compare contents with entries on the form to ensure all materials (i.e., registration forms, answer sheets, topic cards, cassette tapes, checks or money orders) are enclosed and listed.</p> <p>NEVER PLACE TEST MATERIALS (I.E., ANSWER SHEETS OR REGISTRATION FORMS) INSIDE TEST BOOKLETS.</p>

Continued on next page

Returning Examinations, Continued

Returning Examination Materials Procedure (continued)

Step	Action
3	<p>The package must be:</p> <ul style="list-style-type: none">• Double-wrapped with inside envelope labeled "TO BE OPENED BY AUTHORIZED DANTES TESTING PERSONNEL." (Labels are available from DANTES, Code 10L, Stock Number 1274.)• Returned Certified/Registered mail to the appropriate testing agency. Using "Return Receipt Requested" for an additional charge, the postal service will provide confirmation the package was received by addressee.• Or sent UPS or Federal Express as long as system for control is in place (CONUS only including AK, HI, VI, and PR).
4	<p>If receipted form is not returned with 4 weeks (Conus) or 6 weeks (overseas), TCO must notify the testing agency and DANTES, Code 20B.</p>
5	<p>Each test returned to the testing agencies must be removed from the inventory system. The DATIP automatically performs this task and stores the record in the "History File" for 12 months.</p>
6	<p>Keep a file of the test records for at least 1 year unless otherwise specified by Service regulations.</p>

Exceptions to Expedite Returned Materials

If there is a legitimate Service requirement for expedited handling of examination materials, contact the DANTES Examination Program for specific guidance.

A Service requirement is defined as; STA-21, MECEP, AECP, military academies or a score is required to remain on active duty, etc.

Continued on next page

Returning Examinations, Continued

Testing Agency Package Verification Testing agency takes one of the following actions upon receipt of test materials package:

If . . .	Then . . .
Materials in the package match entries on the DANTES Document Receipt Form (Exhibit 4),	Testing agency date stamps and initials form and returns original white copy to test center.
Contents of the package and entries on DANTES Document Receipt Form (Exhibit 4) do not match,	Testing agency notifies TCO and notes discrepancy on the form.

Score Reports

Score Reports When a test answer sheet is scored, the testing agency issues a score report. GED, CLEP, DSST, and ECE send score reports for military examinees to the TCO for counseling and military record purposes only.

At the time of testing, examinees can designate an institution to receive a free official score report for CLEP, DSST, and ECE.

Other score reports (SAT, ACT, GRE Subject, and Praxis) are issued to the examinee and the designated recipients.

TCOs normally do not receive a score report from admission testing programs (i.e., SAT, ACT). Each testing agency's score reporting procedure is explained in Part II of this *Handbook*.

Continued on next page

Score Reports, Continued

Emergency Score Reports

The DANTES Examinations Program staff handles emergency score requests on a case-by-case basis.

Testing agencies cannot determine if the request is actually an emergency and will refer the request to DANTES.

- Due to the Privacy Act, testing agencies will not release information to military examinees.

Requesting score reports to qualify for enrollment in a local college course is **not** an emergency. The following are examples of qualified emergencies:

- A score is not received within the normal time limit of 6 weeks for Conus and 8 weeks for overseas (from the date of receipt by the testing agency).
 - An examinee needs the score to remain on active duty.
-

Emergency Request Approval

Only the TCO, ITCO, or ATCO may call DANTES at (850) 452-1063 or DSN 922-1063, to verify justification for the emergency request.

- Overseas, TCOs may contact either the Far East or European DANTES representative for assistance (see page 3 for contact information).

DANTES will provide final approval for the emergency request.

~DO NOT give examinees the telephone numbers of testing agencies or the DANTES Examinations Program staff~

Provide the following information when you call:

1	Examinee's name and Social Security Number.
2	Test title and number.
3	Date tested.
4	Date test mailed and/or date received at the testing agency.
5	Test center ID number.
6	Justification for the request.

Transcript Service

Transcripts	Testing agencies issue transcripts based on a written request from an examinee. Transcripts are provided on an unfunded basis according to each testing agency's transcript policy. (Refer to the appropriate program in the <i>DEPH</i> .) Transcript request forms are available at http://voled.doded.mil
No-Cost Transcripts	Some testing agencies offer no-cost unofficial transcripts, for counseling purposes only , to TCOs, ATCOs, and ITCOs, with written release by an examinee.

Examination Support Materials

No-Cost Support Materials	Test center no-cost support materials are available:
----------------------------------	--

From Testing Agencies	From DANTES
<p>1. (See "Study Guides, Tests, Practice Tests, and Resource" section in each chapter in Part II of this <i>Handbook</i>.)</p> <ul style="list-style-type: none">• Use proper forms (see exhibits section at the end of each program chapter of this <i>Handbook</i>.)• Some testing agencies also make examination support materials available to examinees on a cost basis.	<p>1. To order practice tests, pamphlets, brochures, and posters (used for eligible personnel, not civilians):</p> <ul style="list-style-type: none">• Obtain a "DANTES Catalog of Materials" that lists available support materials by ordering Stock Number 4300 or by visiting the DANTES Web site at http://voled.doded.mil.• Use "DANTES Material Request Form" (Stock Number 4302) (Exhibit 13).

Test Loss and Compromise

Purpose

These guidelines are intended to

- establish procedures for determining and reporting a test loss or compromise,
 - increase test security awareness, and
 - provide assistance to individuals assigned the responsibility of investigating a DANTES Test Center test loss or compromise.
-

Test Loss or Compromise

Failure to administer controlled items correctly may lead to a test loss or compromise. A test loss or compromise can include but is not limited to the following, when:

No.	Action
1	Security procedures as outlined in the <i>DEPH</i> are violated, and there is a possibility the contents of test(s) were disclosed.
2	Tests are lost in the mail.
3	A package of lost tests is found but contents are missing or appear to have been tampered with.
4	A test or a test part has been copied or photocopied.
5	Scratch paper that could include answers to test questions is removed from the testing room, or
6	Unauthorized individuals have had access to DANTES exams.

Continued on next page

Test Loss and Compromise, Continued

Determining and Reporting Procedures

Once initially determined that a test loss or compromise occurred, use the following guidelines:

TCO Responsibilities

Step	Action
1	Immediately suspend all testing on the jeopardized test(s) .
2	Separate the lost or compromised test booklet(s) and completed answer sheet(s) from other tests in the safe and ensure the tests and answer sheets are not removed from the safe .
3	Prepare the initial test loss compromise notification. The notification must contain: <ul style="list-style-type: none">• A description of how and when (date) the test was lost or compromised;• A statement if missing test is a result of theft, missing from inventory, or lost in the mail;• The form and serial number of the test booklet; and• A statement that all testing on the jeopardized test has been suspended and all remaining copies of the test impounded.

Test Loss and Compromise Continued

TCO Responsibilities (continued)

Step	Action
4	<p>Immediately report the loss or compromise by E-mail, fax, or message as follows:</p> <ul style="list-style-type: none">• Air Force - Report to MAJCOM with information copy to DANTES, Code 20B.• Army - Report to the major command with an information copy to DANTES, Code 20B.• Marine Corps - Report to Headquarters, United States Marine Corps (MRV) with an information copy to DANTES, Code 20B.• Navy - Report to NETPDTC, N2A4, 6490 Saufley Field Road, Pensacola, FL 32509-5237 with an information copy to DANTES, Code 20B.• Coast Guard - Report to the U.S. Coast Guard Institute, 5900 SW 64th Street, Oklahoma City, OK 73169-6990, with an information copy to DANTES, Code 20B.• National Guard/Reserves - Report to commanding officer and to headquarters with an information copy to DANTES, Code 20B.

Continued on next page

Test Loss and Compromise, Continued

Military Service Responsibilities

Step	Action
1	Confirm that DANTES is informed of the test loss or compromise.
2	Ensure the installation commanding officer appoints an objective investigator in accordance with the Service's regulations covering administrative investigations. Minimum qualifications are: <ul style="list-style-type: none">• An objective investigator• GS-11 or higher, or• Commissioned officer (O-1 or higher) or a Chief Warrant Officer (CWO2) or higher, and• Cannot be testing center personnel If the installation does not have a qualified investigator available, contact DANTES, Code 20B, for guidance.
3	Provide DANTES, Code 20B, the name, phone number, and E-mail address of the investigating officer as soon as possible
4	Tell the investigating officer to contact DANTES for assistance with conducting the investigation and requesting information from the testing agencies.
5	Advise the investigating official to use Service regulations and comply with the guidance in this publication.

Continued on next page

Test Loss and Compromise, Continued

DANTES Responsibilities

Step	Action
1	Inform the testing agency that tests have been lost or compromised.
2	Request the testing agency <ul style="list-style-type: none">• STOP scoring answer sheets,• STOP shipping test booklets, and• STOP reporting test scores for the compromised or lost test.
3	Contact the investigating officer.

Investigating Officer Responsibilities

Step	Action
1	Contact DANTES, Code 20B, (850) 452-1063, DSN 922-1063, or FAX (850) 452-1160, DSN 922-1160, or E-mail exams@voled.doded.mil for assistance.
2	Follow the appropriate Service regulations.
3	Use the “Investigating Officer Guidelines” next page.
4	Prepare and submit the investigation report.

Investigating Officer Guidelines

Background Information

- DANTES tests are controlled items requiring secure storage and handling procedures. The loss or unauthorized disclosure of a test may disrupt testing throughout a wide geographic area.
 - Investigations of a test loss or compromise must be thorough and complete. Anything less may have a detrimental effect on the integrity and credibility of the DANTES Examination Program.
 - The monetary value of a test is measured by the investment necessary to develop a replacement test rather than just the cost to the government or examinee. For example, an assessment test takes more than 18 months to develop and costs more than \$500,000.
-

Initiate Investigation Immediately

The investigating officer must begin the investigation **immediately** using the guidelines below to ensure:

- individuals will more accurately remember names, times, dates, and details
 - improved chances for recovery of tests
 - more rapid case resolution, and
 - faster resumption of testing operations
-

Using the Guidelines

The assigned Investigating Officer, Test Control Officer (TCO), and Alternate Test Control Officer (ATCO) should read this publication thoroughly. The Guidelines provide the investigator with:

- an understanding of the seriousness of a test loss or compromise.
 - Reasons to expedite the investigation
 - ways to become familiar with the internal operating procedures of a test center
 - requirements for the investigative report, and
 - familiarity with the general categories of test loss or compromise.
-

Continued on next page

Investigating Officer Guidelines, Continued

Using the Checklist

The "DANTES Test Loss or Compromise Checklist" (next page), is a helpful guide for successfully completing the investigation. It is divided into 6 sections: The Investigating Officer completes Sections I, II, III, IV, V, and/or VI, depending on the facts of the specific loss or compromise

Part	Function
I.	Starting the investigation
II.	Investigating a test loss or compromise that occurs after receipt at the Installation but before delivery to the DANTES Test Center.
III.	Investigating a test loss or compromise that occurs after mailing from the DANTES Test Center to a testing agency.
IV.	Investigating a test loss or compromise that occurs at the test center.
V.	Investigating improper test conduct, unauthorized access and/or conflict of interest cases.
VI.	Preparing the final report

Continued on next page

DANTES TEST LOSS OR COMPROMISE CHECKLIST

For Investigative Officers

INSTRUCTIONS. As you conduct the investigation, read and check off the items in Sections I through VI of this list. Include results of the investigation in a report in accordance with Service regulations and Part I of the *DEPH*.

I. Starting the investigation

- _____ Review the *DANTES Examination Program Handbook*, Parts I and II.
- _____ Review appropriate military regulations pertaining to investigations and security.
- _____ Review the test center's Standard Operating Procedure (SOP) for test administration. (If the SOP is not available, ask the Test Control Officer or the Education Services Officer to explain the SOP to you.)

II. Investigating the test loss or compromise after installation receipt

- _____ Contact the offices or individuals on the installation who may have received the test package; obtain sworn statements if appropriate.
- _____ Trace steps in mailing and handling of the package as far back as possible.
- _____ Inventory the center's safe.
- _____ Check the Test Log (Exhibit 11) and Test Inventory Log (Exhibit 9).
- _____ Check the file containing DANTES Document Receipt Forms (Exhibit 4).

III. Investigating a test loss or compromise after being mailed from the test center to the DANTES testing agency.

- _____ Determine who was responsible for mailing the tests from the test center and interview them.
- _____ Obtain a copy of the DANTES Document Receipt Forms (Exhibit 4); if not available, so note.
- _____ Interview everyone who could have knowledge concerning the test and mailing procedures.

_____ Determine and investigate each step involved in the mailing process prior to the test being mailed from the test center.

_____ Obtain a copy of the certified mail, registered mail, or UPS receipt; if receipt is not available, so note.

IV. Investigating a test loss or compromise at the test center

_____ Ensure the installations investigative officials, (e.g., CID, OSI) have been contacted if warranted.

_____ If the safe was broken into, ensure all investigative procedures outlined in Service regulations have been followed (fingerprinting, etc.).

_____ Interview every individual responsible for administration and control of tests.

_____ Investigate the internal control of test materials.

_____ Check the DANTES Test Inventory Report (Exhibit 3) and any other inventory information.

_____ Inventory the contents of the safe.

_____ Check to verify that a reasonable amount of tests are being stocked.

_____ Determine if the Test Log (Exhibit 11) is properly used.

_____ Check the security container and answer the following:

_____ a. Proper annotation has been made each time the safe was opened and closed.

_____ b. Safe is easily seen by the Test Examiner or TCO at all times. If not, the safe is locked when not in view of the TCO or Examiner.

_____ c. Determine who has access to the room in which the safe is located.

_____ d. Determine who has access to the safe.

_____ e. Determine if the safe is used for storage of materials other than test materials.

_____ f. Are materials in the safe systematically organized?

_____ g. Obtain sworn statements when appropriate.

V. Investigating improper test conduct, unauthorized access, or conflict of interest cases

- _____ Obtain a seating chart if there is a testing session involved.
- _____ Interview all individuals involved and obtain sworn statements.
- _____ Obtain, review, and analyze any material pertinent to the case.
- _____ Determine if the testing volume or pass rate increased significantly since the incident occurred.
- _____ Make recommendations for disciplinary action or other recommendations as appropriate.

VI. Preparation of the final report

- _____ Specify the nature of the loss or compromise.
- _____ Include a summary of accusations, conclusions, corrective actions, and recommendations.
- _____ Determine the extent of the compromise.
- _____ Submit the report in the format specified in the Service regulations to Service headquarters and the major command, unless otherwise specified, with a copy to DANTES, Code 20B, Pensacola, FL 32509-5243

Investigating Officer Guidelines, Continued

Review Supporting References

The investigating officer should review:

Step	Action
1	<i>DEPH</i> , Part I
2	<i>DEPH</i> , Part II (The specific chapter pertaining to the lost or compromised test(s); i.e., ACT, SAT, GED, GRE.)
3	The appropriate service regulations or instructions concerning administrative investigation procedures.
4	The test center Standard Operating Procedures (SOP) for test administration.
5	The Uniform Code of Military Justice (UCMJ), Article 31.
6	Voluntary Education Program Service regulations/instructions concerning service specific procedures: Air Force - AFI 36-2306 Army - AR 621-5 Navy – OPNAVINST 1560.9 Marine Corps – MCO P1560.25C Coast Guard – CGI Publication P1550.1, Volume III

Continued on next page

Investigating Officer Guidelines, Continued

**Types of Loss
or Compromise**

Investigative procedures for the general categories of test loss or compromise are described following the table below:

	Categories
1	Test(s) lost or compromised after receipt by installation.
2	Test(s) lost or compromised while in transit from the test center to the DANTES testing agency.
3	Test(s) lost or compromised at the test center.
4	Test(s) conducted improperly.
5	Unauthorized access to controlled DANTES test materials.
6	Conflict of interest.

Continued on next page

Investigating Officers Guidelines, Continued

Loss or Compromise After Receipt by Installation

Tests lost or compromised after receipt by installation (receipted for, but not delivered to the DANTES Test Center). DANTES will furnish the TCO evidence of delivery to the installation. Follow the investigative procedures listed in the steps below.

Step	Action
1	Contact the individual who signed for the package. Trace handling and mailing steps as far back as possible and contact the person(s) in charge of the <ul style="list-style-type: none">• post office,• central mailroom,• supply department, or• other delivery location. Obtain sworn statements if appropriate.
2	Inventory the safe to determine if test(s) were placed inside without being logged onto the Test Inventory Log, DANTES 1560/37 (Exhibit 9), a DANTES Test Inventory Card (Exhibit 8), or another form used for inventory control.
3	Check previous DANTES Document Receipt Forms 1560/14 (Exhibit 4), to ensure the test was not inadvertently returned to the testing agency. <ul style="list-style-type: none">• If it was, call DANTES, Code 20B, to determine if the testing agency received the shipment.
4	Review the last completed DANTES Annual Testing Facilities Review, DANTES 1560/11, for previous discrepancies and corrective actions.
5	Determine if unauthorized personnel had access to the test.

Continued on next page

Investigating Officer Guidelines, Continued

Loss or Compromise While in Transit

If the test loss or compromise occurred while in transit from the DANTES Test Center to the testing agency, follow these investigative procedures:

Step	Action
1	Determine who at the test center was responsible for mailing tests.
2	Obtain a copy of the DANTES Document Receipt Form (Exhibit 4) showing the transmittal of the test(s).
3	Investigate each step involved in the mailing process prior to the test(s) leaving the installation.
4	Obtain a copy of the certified/registered or UPS mail receipt. If one does not exist, note this as a discrepancy.
5	Interview all who handled the package and who had access or knowledge of the test(s). Obtain sworn statements when appropriate.

Loss or Compromise at the DANTES Test Center

If the test loss or compromise occurred at the DANTES Test Center, follow these investigation procedures:

Step	Action
1	Contact local investigative officials (e.g., CID, OSI, NCIS, etc.) immediately if the loss is the result of breaking and entering. Follow all normal investigative procedures. Provide a copy of the incident report to DANTES, Code 20B, via Service headquarters or major command.
2	Determine who is responsible for administering and controlling DANTES tests at the testing center.
3	Interview all personnel involved and obtain necessary sworn statements.

Continued on next page

Investigating Officer Guidelines, Continued

Loss or Compromise at the DANTES Test Center (continued)

Step	Action
4	<p>Investigate the internal control of test materials:</p> <ul style="list-style-type: none">• Check the DANTES Quarterly Test Inventory Report (Exhibit 3) for stocking test centers as well as any other available test inventories.• Check the Test Inventory Log (Exhibit 9) and the Test Log (Exhibit 11) to determine when the test was last inventoried.• Inventory the contents of the safe and compare with the DANTES Test Inventory Report and/or inventories obtained from the testing agency. <p>Note: Nonstocking test centers compare the shipping notices (can be obtained from testing agency), DANTES 1560/37 and DD Form 1572.</p> <ul style="list-style-type: none">• Verify if the quantity of tests stocked is appropriate for the number of tests administered by comparing the DANTES Test Log with the inventory. <p>Note: If stock appears excessive, note this in your report.</p> <ul style="list-style-type: none">• Check the test center's test log for correctness:<ul style="list-style-type: none">• Was the test in question administered?• If so, to whom?• By whom?• Interview all examinees who were in the testing room at the time of administration and obtain sworn statements.• Determine names of all associated with the potential loss or compromise who have transferred and obtain their current address.<ul style="list-style-type: none">• Take necessary steps to interview the individuals and obtain sworn statements if possible.

Continued on next page

Investigating Officer Guidelines, Continued

Improper Test Conduct

Investigations involving improper testing include suspected cheating or attempting to cheat as determined by the testing agency or DANTES. Follow these investigative procedures:

Step	Action
1	Obtain a seating chart for the testing session in question. Use Test Log, DD Form 1572, to determine names of the examinees in the session.
2	Consider interviewing examinees and others with whom the examinee had daily contact. Obtain sworn statements.
3	Include any notes confiscated by the examiner in the investigation report.
4	Determine if the testing volume and/or pass rate for the compromised test has noticeably increased since the compromise. Request assistance from the TCO.
5	Consider the possibility that the examinee had prior access to the exam. <ul style="list-style-type: none">• Question all personnel who had access to the safe.• Obtain sworn statements as needed.

Continued on next page

Investigating Officer Guidelines, Continued

Unauthorized Access to Controlled DANTES Test Materials

Check the Standard Operating Procedures (SOP) regarding access to the safe or security container. Ask the following questions:

	Question
1	Who has access to the room where the safe or container is located?
2	Is the safe record properly annotated each time the container is opened and closed?
3	Can the safe be easily observed by authorized test center personnel?
4	Is the safe always secure when authorized test center personnel are not in the room?
5	Who has the safe combination? Interview these personnel and obtain sworn statements if necessary.
6	Was the safe combination changed after formerly authorized personnel had their authorization rescinded?
7	Does the safe contain only tests and associated test materials accessible only by authorized DANTES testing personnel?
8	Are tests filed in a systematic manner?
9	Did the theft occur before or after normal working hours?
10	Who has access to the facility, such as janitors, security policemen, repairmen, etc.? Interview these personnel and obtain sworn statements if appropriate.

Continued on next page

Investigating Officer Guidelines, Continued

Conflict of Interest

The *DEPH* prohibits conflict of interest and advises steps to be taken to preclude the appearance of such a conflict. Refer to the “Conflict of Interest” section of this publication for examples.

For guidance to conduct a conflict of interest investigation, follow these steps:

Step	Action
1	Contact DANTES, Code 20B, for assistance,
2	Refer to applicable Standards of Conduct, or
3	If necessary, seek legal advice.
4	Obtain sworn statements from involved parties.

Investigation Report

Completed Investigation Report

Timely completion and review of the investigation report by all parties minimizes disruption of testing services to the military community. Responsibilities for submission and reviewing are as follows:

Investigating Officer Responsibilities

Step	Action
1	Prepare and include the following information in the report: <ul style="list-style-type: none">Reason for the loss or compromise (i.e., theft, careless handling by TCO or other personnel, lost in shipment),Details of the test loss or compromise,Findings, andRecommendations for corrective actions
2	Send the completed report within 60 days to DANTES, Code 20B, via the Service headquarters unless otherwise specified in Service regulations. Air Force installations send the report via the MAJCOM.

Continued on next page

Investigation Report, Continued

Military Service Responsibilities

Step	Action
1	Ensure a thorough and properly conducted report of investigation is submitted via the Service headquarters to DANTES within 60 days of the date the case was opened. The report should include the: <ul style="list-style-type: none">• Reason for the loss or compromise (i.e., theft, careless handling by TCO or other personnel, lost in shipment),• Details of the test loss or compromise,• Conclusions, and• Recommendations for resumption of testing.
2	Review and forward Service recommendations to DANTES, Code 20B.
3	Once DANTES and the testing agency authorize resumption of testing, the Service headquarters notifies the test center TCO.

DANTES Responsibilities

Step	Action
1	Monitor the status of the investigation
2	Review the investigation report, making recommendations, and coordinating with the appropriate testing agency, Service headquarters, and investigating officer to finalize the investigation.
3	Forward final report and recommendations to the testing agency for consideration and recommendations to resume testing.
4	Notify all parties of the final recommendations and obtain concurrence of all parties for resumption of testing
5	Notify the TCO of the disposition of compromised test materials.
